

# DIRECTORATE OF STATE INSTITUTE OF HEALTH & FAMILY WELFARE, ODISHA



Nayapalli, Bhubaneswar - 751 012

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Tender Notice Ref No- SIHFW-OE-MISC-0020-2023 1501 // Bhubaneswar Dated 26/03/26  
TENDER CALL NOTICE FOR PROVIDING HOUSEKEEPING AND SECURITY SERVICES UNDER  
NIRMAL + SCHEME

Sealed tenders are invited from interested & eligible Firm/Agency for providing Housekeeping Services & Security Services under NIRMAL+ Scheme on outsource basis at the Hostel of the State Institute of Health and Family Welfare, Odisha. The detailed information for the services have been given in the Tender Document (RFP) which may be downloaded from the official website <http://sihfwodisha.nic.in> & <https://www.odisha.gov.in/tender> . Any revision, clarification, addendum, corrigendum, time-extension & Bid opening date etc. relating to aforesaid tender notice will be hoisted on the above-mentioned websites only. The last date and time for submission of Tender document is 21<sup>st</sup> April 2026 by 5.00 PM through Speed Post only.

26.3.26  
Director

State Institute of Health & Family Welfare Odisha

Memo No 1502 //Bhubaneswar

Date 26/03/26

Copy along with soft copy of Tender Notice forwarded to the Joint Director Cum Deputy Secretary to Govt., Information & Public Relation Deptt., Govt of Odisha, Bhubaneswar for information & necessary action.

The above Tender Notice may please be published in two leading dailies (One English & One Odia news Paper) latest by 30.03.2026 for its widely publication. The cost thereof shall be met from your end.

26.3.26  
Director

State Institute of Health & Family Welfare Odisha

Memo No 1503 //Bhubaneswar

Date 26/03/26

Copy along with soft copy of Tender Notice & Tender document forwarded to the Head of Portal Group, Science & Technology Deptt, Govt of Odisha, Bhubaneswar/ Technical Officer, Directorate of SIH&FW, Odisha for information & necessary action.

He/ She is requested to upload the above Tender Notice & Tender document in this Official website for information of prospective bidders.

26.3.26  
Director

State Institute of Health & Family Welfare Odisha

Memo No 1504 //Bhubaneswar

Date 26/03/26

Copy forwarded to all Directors under Health and Family Welfare Deptt, Govt of Odisha for information & necessary action.

It is requested to put the Tender Notice in the Directorate Notice Board for information of all concerned.

26.3.26  
Director

State Institute of Health & Family Welfare Odisha

C.C to Sri R.K.Biswal, ADPHCO



# REQUEST FOR PROPOSAL

Outsourcing of Housekeeping and security Services at the SIH&FW(O) Hostel

located at Nayapalli, Bhubaneswar, Odisha

RFP Reference No: 1501

Date: 26/02/2026

**DIRECTORATE OF STATE INSTITUTE OF HEALTH & FAMILY WELFARE, ODISHA**  
**Nayapalli, Bhubaneswar – 751 012**  
Phone No- 2394336 E-mail – [sihfwodisha@gmail.com](mailto:sihfwodisha@gmail.com)

## DISCLAIMER

The information contained in this Request for Proposal (RFP) document or subsequently provided to bidder(s), whether verbally or in documentary form by or on behalf of the Tender Inviting Authority i.e Director, State Institute of Health and Family Welfare, Odisha (DSIH&FW(O)) under Department of Health & Family Welfare, Govt. of Odisha, or any of their employees or advisors, is provided to bidder(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by the Tender Inviting Authority or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their proposal and detailed Proposal. This RFP document does not purport to contain all the information each bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the Department, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Some bidders may have a better knowledge of the proposed Project than others. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. Tender Inviting Authority / Department, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. Tender Inviting Authority / Department may in its absolute discretion but without being under any obligation to do so can update, amend or supplement the information in this RFP document.



# DIRECTORATE OF STATE INSTITUTE OF HEALTH & FAMILY WELFARE, ODISHA



Nayapalli, Bhubaneswar - 751 012

☎: 2394336, 2395338, 2396072(Hostel) Fax: 2391984

f-mail - [sihfwodisha@nic.in](mailto:sihfwodisha@nic.in) & [sihfwodisha@gmail.com](mailto:sihfwodisha@gmail.com)

Tender No- SIHFW-OE-MISC-0020-2023 // \_\_\_/

Dated:\_\_\_

## SECTION-1- NOTICE INVITING PROPOSAL

DETAILED PROPOSALS ARE INVITED FROM ELIGIBLE AGENCIES FOR SELECTION OF THE MOST SUITABLE AGENCY TO UNDERTAKE HOUSEKEEPING AND SECURITY SERVICES AT THE SIHFW (O) HOSTEL.

1	Period of Availability of RFP Document	From 30.03.2026 to 20.04.2026 (Downloadable from website: <a href="https://sihfwodisha.nic.in">https://sihfwodisha.nic.in</a> )
2	Pre-bid Meeting	Date : 08.04.2026, Time : 11.00 A.M Address: Directorate of SIH&FW, Odisha, Unit-VIII, Nayapalli, Bhubaneswar-12, Odisha-751012.
3	Last date and address for submission of Proposal	Date: 21.04.2026, Time: 5.00 P.M Address: Directorate of SIH&FW, Odisha, Unit-VIII, Nayapalli, Bhubaneswar-12, Odisha-751012.  NB : All proposals must be submitted exclusively through Speed Post. Any bid received through means other than Speed Post will be summarily rejected without further consideration.
4	Date, time and place of opening of Proposal and presentation	<b>Technical Proposal (Part A):</b> Will be opened on 23.04.2026 at 11:00 AM.  (Bidders or their authorized representatives may remain present at the time of opening.)  <b>Financial Proposal (Part B):</b> The date and time for opening of Financial Proposals will be intimated separately on the official website of the Directorate. This notification will be issued only for those agencies/bidders whose Technical Proposals have been found responsive and successful during the evaluation process. (Bidders / authorized representative may remain present at the time of opening of proposal)

"N.B.: Eligible bidders may submit proposals for Housekeeping Services, Security Services, or both, in accordance with the eligibility requirements stipulated herein."

## 2. SECTION- 2 – INSTRUCTIONS TO BIDDERS

### 2.1 Scope of Proposal:

#### a) Invitation to Bid

Eligible and interested bidders are invited to submit their proposals to the Director, State Institute of Health & Family Welfare (SIH&FW), Odisha, Unit- VIII, Nayapalli, Bhubaneswar, Odisha-751012. The proposal must comprehensively cover provisions for Housekeeping and Security Services as detailed in **Section 3** of this RFP. The Price Bid should clearly indicate the quoted rates for each service. Bidders may choose to submit proposals for either Housekeeping Services, Security Services, or both, as per their eligibility and interest.

#### b) Objectives and Requirements

This Request for Proposal (RFP) outlines the objectives, scope of services, deliverables, and other relevant requirements for the Provisioning of Housekeeping and Security Services at the SIH&FW Hostel. The procedures for submission, evaluation, and acceptance of proposals are also detailed herein.

#### c) Selection Process

The selection of the agency shall be undertaken by the Tender Committee of the Directorate of SIH&FW, Odisha (DSIH&FW(O)), based on the evaluation criteria and selection methodology specified in this RFP. By submitting a bid, bidders are deemed to have fully understood and accepted the terms and conditions of the selection process.

**(Note: No explanation or justification shall be provided regarding any aspect of the selection procedure. The decision of the Directorate of SIH&FW, Odisha shall be final and binding, with no provision for appeal or reconsideration.)**

#### d) Proposal Submission Format

Bidders are required to submit their proposals strictly in accordance with the formats and instructions outlined in this Request for Proposal (RFP). Any deviation may lead to disqualification. The Financial Proposal must be submitted using the prescribed formats F1 and F2 as specified in this RFP. Upon selection, the successful bidder shall execute a formal Agreement with the Director, State Institute of Health & Family Welfare (SIH&FW), Odisha, in accordance with the draft agreement provided in **Annexure I of this RFP.**

#### e) Eligibility Criteria: The bidder should fulfill the following Eligibility Criteria

Sl. No.	Requirement	Supporting Document Format
I.	Registered in India under relevant Acts: Company / Partnership / LLP / Society / Trust	Registration certificate
II.	Consortium not allowed	Self-declaration
III.	Average annual turnover of ₹3 Crores (FY 2022–23, 2023–24 & 2024–25)	Audited financials
IV.	Min. 3 years' experience in housekeeping & security services in Govt. sector	Format T4A
V.	Minimum 100 personnel in each category as of bid submission	Format T4B & T4C + contracts
VI.	Regular EPF & ESI deposits; last 3 months' records prior to tender publication	ECR EPF + ESI Challans

VII.	Not blacklisted; undertaking on ₹20 Non-Judicial Stamp Paper	Format T6
VIII.	Labour registration certificate	Registration document
IX.	Valid ISO 9001:2015 / ISO 45001:2018 certification	ISO Certificates
X.	Registered under EPF	EPF Registration
XI.	Registered under ESI	ESI Registration
XII.	Possess PAN	PAN Card copy
XIII.	GST registration number	GST certificate

## 2.2 Submission of Proposal

Interested and eligible bidders are invited to submit their proposals to the **Directorate of State Institute of Health & Family Welfare (DSIH&FW), Odisha**. The selected bidder shall be responsible for providing **housekeeping / security services** as detailed in **Section 3** of the Request for Proposal (RFP). Accordingly, bidders must quote their prices in the **Financial Proposal**.

## 2.3 Structure of Proposal Submission

- The proposal shall be submitted in **two distinct parts**:
- Part A** – Tender Document Cost, Bid Security, and Technical Proposal  
This part must be prepared **strictly in accordance with the format** provided in the RFP.
  - Part B** – Financial Proposal  
This part must be submitted **in the prescribed format** outlined in the RFP.

## 2.4 General Instructions for Submission

To ensure procedural compliance and clarity, bidders are instructed to adhere to the following:

- The proposal must be typed or legibly written in indelible ink and signed by the authorized representative of the bidder.
- A Power of Attorney, authorizing the designated signatory to commit the bidder, must be submitted in Form T5.
- Any interlineations, erasures, or overwriting in the proposal shall be considered valid only if initialled by the authorized signatory prior to submission.

## 2.5 Bid Document Cost

- All bidders shall submit a *non-refundable* Bid Document Cost of ₹1,500/- (Rupees One Thousand Five Hundred only).
- The payment must be made through a Demand Draft issued by any Nationalized or Scheduled Bank, drawn in favour of: “Director, SIH&FW, Odisha”, payable at Bhubaneswar.
- The Bid Document Cost shall be enclosed within the Technical Proposal (Cover A).
- Failure to submit* the Bid Document Cost in the prescribed manner shall result in rejection of the Technical Proposal.

## 2.6 Earnest Money Deposit (EMD)

- All bidders, except eligible Micro and Small Enterprises (MSEs) and Start-ups, are required to submit an Earnest Money Deposit (EMD) of **₹.97,150/-** if applying for both Housekeeping and Security Services. In case the bidder intends to apply only for Housekeeping Services, an EMD of ₹67,000/- must be deposited and If the bidder applies only for Security Services, an EMD of ₹30,150/- which is refundable, along with the technical proposal.
- To avail exemption from EMD, bidders must submit a valid DIC/NSIC registration certificate in the technical bid. The certificate must clearly specify the nature of service relevant to this tender.
- The EMD shall be furnished in the form of an Account Payee Demand Draft issued by any

Scheduled Commercial Bank, payable at Bhubaneswar, and drawn in favour of: "Director, SIH&FW, Odisha"

- d) Proposals submitted without the prescribed EMD shall be summarily rejected and will not be considered for further evaluation.
- e) The exemption is applicable only to local MSEs registered in Odisha. Such exemption shall be granted only if the nature of service required under this tender is clearly mentioned in the DIC/NSIC registration certificate submitted in the technical bid.
- f) The EMD shall be refunded/returned to unsuccessful bidders after expiry of the final Bid validity period and latest by 30<sup>th</sup> day after the award of the contract.
- g) Bid security shall be refunded /returned to the successful bidder on receipt of Performance Security.
- h) The EMD shall be forfeited under the following circumstances:
  - (i) If the bidder withdraws its proposal between the proposal due date and the expiration of the proposal validity period.
  - (ii) In case of the successful bidder, if it fails to execute the agreement within the stipulated time.

## **2.7 Packing, Sealing and Marking of Proposal**

### **a) Individual Envelope Preparation**

The proposal shall be submitted in two separate sealed envelopes:

**Cover-A:** Technical Proposal, Superscription: Technical Proposal for "Housekeeping & Security Services at SIH&FW Hostel"

**Cover-B:** Financial Proposal Superscription: Financial Proposal for "Housekeeping & Security Services at SIH&FW Hostel"

Each envelope must clearly mention: Bidder's Name and Address on the left-hand corner of the envelope.

### **b) Outer Envelope Preparation**

The two sealed envelopes (Cover-A and Cover-B) shall be placed inside a separate sealed outer envelope. The outer envelope must be clearly superscribed with the following: Proposal for "**Housekeeping & Security Services at SIH&FW Hostel**", RFP No. The Bidder's Name , Address , Mobile No shall be mentioned on the left-bottom corner of the outer envelope.

### **c) Addressing the Proposal**

All envelopes (inner and outer) shall be addressed to the " Director, State Institute of Health and Family Welfare,Odisha,Unit-8,Nayapalli,Bhubaneswar-12,Odisha-751012" N.B: If the outer envelope is not sealed and marked as specified above, the Directorate of SIH&FW, Odisha shall not be held responsible for any misplacement or premature opening of the proposal. Telex, cable, or facsimile submissions will be summarily rejected.

### **d) Content of the Proposal**

#### **Cover A (Technical Proposal)**

- i. The bidders are requested to submit a detailed technical proposal with respect to outsourcing of Housekeeping & Security Services at SIH&FW Hostel building during the proposed contract period in conformity with the Terms of Reference forming part of this RFP.
- ii. EMD: The bidder shall submit an Earnest Money Deposit (EMD) of ₹.97,150/- if applying for both Housekeeping and Security Services. In case the bidder intends to apply only for Housekeeping Services, an EMD of ₹67,000/- must be deposited and If the bidder applies only for Security Services, an EMD of ₹30,150/- must be deposited. Failure to submit the appropriate EMD shall result in rejection of the bid. All EMDs shall be submitted in the form of a Demand Draft drawn in favour of Director, SIH&FW, Odisha, payable at Bhubaneswar.

- iii. Bid document cost of Rs.1, 500/- (Rupees One Thousand Five hundred) in the shape of a Demand Draft in favour of Director, SIH&FW, Odisha.
- iv. Form T1
- v. Form T2
- vi. Photocopy of the Registration Certificate of the Agency
- vii. Photocopy of PAN
- viii. Photocopy of GST, EPF, ESI & Labor Registration certificate
- ix. Photocopy of the ECR of EPF and Challans of ESI for the last 3 months prior to month of publication of tender towards EPF & ESI payment of the personnel deployed by the agency.
- x. Photocopy of ISO 9001 : 2015 / ISO 45001:2018 certification
- xi. Form T3 (Turnover Certificate from the Chartered Accountant)
- xii. Photocopy of the audited Profit & Loss Statement in the last three financial years in support of the turnover certificate [2022-23,2023-24 & 2024-25]
- xiii. Form T4A, T4B & T4C- Relevant Experience Details in managing housekeeping services in State Govt. / Govt. of India Institution / Govt. undertaking / Corporation / Banks / Govt. & Hospitals / Govt Medical College /Nursing Colleges/ANMTC during the last three years.
- xiv. Photocopies of work orders / contracts executed in support of the information furnished in Form T4A, T4B & T4C.
- xv. Photocopied of Client Certificates in support of the projects executed as per information furnished in Form T4B & T4C.
- xvi. Form T5 - Power of Attorney authorizing the signatory for signing the proposal on behalf of the proposer/Bidder
- xvii. Form T6 - Affidavit certifying that the Entity/Promoter(s)/Directors/Partner(s) of Entity are not blacklisted.
- xviii. Form T7 - Letter of Declaration (Anti Collusion Certificate) mentioning that the bidder will not collude with the other bidders.
- xix. Any other details, the bidder like to include in the proposal.

#### **Cover B (Financial Proposal)**

- i. The bidder must submit the Financial Proposal using Form specified in Form F1 & F2 with proper signature and seal of the bidder.
- ii. In case of any discrepancy between figures and words in the financial proposal, the one described in words shall be taken into consideration.
- iii. The same person signing the RFP shall sign the financial part also.

#### **2.8 Validity of Proposals**

The Proposal shall remain valid for a period of **180 (one hundred eighty) calendar days** from the date of bid opening. Any Proposal specifying a shorter validity period shall be deemed **non-responsive** and shall be **rejected** without further consideration.

#### **2.9 Cost of Proposal**

All costs associated with the preparation and submission of the Proposal, as well as participation in the Selection Process, shall be **borne solely by the Bidder**. The Directorate of State Institute of Health & Family Welfare, Odisha (DSIH&FW(O)) shall not be held responsible or liable in any manner whatsoever for such costs, regardless of the conduct or outcome of the Selection Process.

#### **2.10 Acknowledgement by the Bidder**

By submitting the Proposal, the Bidder shall be deemed to have:

- i. Examined the RFP Document thoroughly and diligently, ensuring a complete and careful review of all its contents;

- ii. Obtained all relevant information as requested from the Directorate of State Institute of Health & Family Welfare (SIH&FW), Odisha;
- iii. Acknowledged and accepted the risks associated with any inadequacy, error, or omission in the information provided in the RFP Document or furnished by or on behalf of the Directorate of SIH&FW, Odisha;
- iv. Satisfied itself with all necessary matters and circumstances required for the preparation of an informed Proposal and for the fulfilment of all obligations under the RFP;
- v. Confirmed the absence of any Conflict of Interest in relation to the Proposal and the Selection Process; and
- vi. Agreed to be bound by all undertakings and conditions stipulated in and pursuant to the RFP. The Directorate of SIH&FW, Odisha shall not be held liable for any omission, mistake, or error on the part of the Bidder in respect of the above acknowledgements, or for any consequences arising out of or relating to the RFP or the Selection Process, including any inaccuracies in the information or data provided.

## **2.11 Proposal Due Date**

- i. The completed Request for Proposal (RFP), duly filled and signed in all respects, must be submitted to the following address: "The Director, State Institute of Health and Family Welfare, Odisha, Unit-VIII, Nayapalli, Bhubaneswar, Odisha- 751012"
- ii. Proposals shall be submitted exclusively through Speed Post. Any bid received through means other than Speed Post will be summarily rejected without further consideration.
- iii. The proposal must reach the above-mentioned address on or before the date and time specified in Section-1: Notice Inviting Proposal.
- iv. If the scheduled submission date is declared a public holiday, proposals will be accepted up to the same stipulated time on the next working day.

## **2.12 RFP Opening**

- a. The Directorate of State Institute of Health & Family Welfare (SIH&FW), Odisha shall open all received proposals at the designated venue, date, and time as specified in Section 1: Notice Inviting Proposal.
- b. Bidders or their duly authorized representatives who wish to attend the opening of proposals shall be required to sign the attendance register/sheet as evidence of their presence.
- c. If the scheduled date for the RFP opening is declared a government holiday, the opening shall be conducted at the same venue and time on the next working day.

## **3. SECTION: 3 - TERMS OF REFERENCE**

### **3.1 Scope of Work**

#### **A. Sanitation & Hygiene**

Maintaining exemplary standards of cleanliness and hygiene is integral to the health and well-being of all boarders /guests and staff within hostel settings. The Directorate of State Institute of Health & Family Welfare (DSIH&FW), Odisha is committed to ensuring that its hostel facilities—housing medical professionals, paramedics, and government employees—adhere to stringent sanitation protocols.

To uphold this commitment, a comprehensive housekeeping strategy has been formulated, focusing on Daily cleaning of rooms, corridors, common areas, washrooms, and kitchens. Periodic deep cleaning and disinfection of high-touch surfaces and shared facilities. Waste management, including segregation, collection, and disposal in compliance with municipal and biomedical waste norms. Provisioning of cleaning supplies and hygiene consumables (e.g., soaps, sanitizers, disinfectants). Monitoring and supervision of

housekeeping staff to ensure adherence to standards. The list of housekeeping personnel requirements is detailed in RFP

## B. Security Services

Ensuring a secure and orderly environment is a fundamental responsibility of public institutions. The SIH&FW hostel must provide a safe space for its residents, guests, and staff, free from threats such as theft, intrusion, or personal harm. To achieve this, the institution seeks to engage a professional security service provider capable of delivering Round-the-clock security coverage, including patrolling and surveillance. Access control at entry and exit points to monitor visitor movement. Emergency response capability for incidents such as fire, medical emergencies, or unauthorized access. Deployment of trained personnel with verified backgrounds and appropriate uniforms. Maintenance of security logs, visitor registers, and incident reports. Specific requirements regarding the number, qualifications, and deployment schedule of security personnel are outlined in RFP.

### 3.2 Modalities of Housekeeping Services

To ensure focused and efficient housekeeping operations and Security Services, the entire hostel premises have been systematically classified into distinct service zones. This classification facilitates prioritization, resource allocation, and monitoring of cleanliness standards across all areas are as follows:

#### 3.2.1 Classification of Hostel Area

Functional Area	Frequency of Cleaning	Method of Cleaning/Disinfection	Evaluation / Auditing Procedures & Frequency
Hostel Building and Surroundings	- For areas operating round the clock once per shift - Spot cleaning as required	- Physical removal of soil, dust, or foreign material - Cleaning with water and detergent	- Daily housekeeping checklist maintained and updated - Monthly overall remarks by Caretaker/Hostel Wing Officers
Other Areas (e.g., Drains, Open Spaces)	- Drains: once a week - Spot cleaning as required - Other areas: Once a day	- Drains: Cleaning with bleach for sanitation and deodorization - Other areas: Sweeping and removal of foreign particles	- Monthly overall remarks by Caretaker/Hostel Wing Officers

#### 3.2.2 Cleaning Schedule for other items:

Item to be cleaned	Frequency
Ceilings, including air conditioning, window grills, Fans and light fixtures	Monthly once and as and when required
Walls, including all doors and windows	Weekly once and as and when required
Store rooms and storage areas	Weekly once and as and when required

Furniture & Fixtures	Weekly once and as and when required
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### 3.2.3 Maintenance Schedule & Deliverables of major Housekeeping Items

Assignment	Deliverables
Electrical Works – Minor Repair & Checkup, Electrical Systems Electrical fixtures and appliances	<p>Daily operation of all electrical power system as &amp; when required- incoming and outgoing</p> <p>Minor maintenance and replacing fuse, tube lights, bulbs, minor wiring etc.</p> <p>Switching on pumps for filling water to tanks.</p> <p>Attending to power breakdowns in case of internal faults.</p> <p>Providing electricians for preventive maintenance of power panels, maintenance of all accessories including Fans, light fixtures, power points, and replacement of spares, mechanical &amp; electrical equipment.</p> <p>Regular checking of all the electrical panels and distribution boards.</p>
	<p>Logging of all parameters like meter readings, power factor, power consumption etc. and highlight discrepancies or variances.</p> <p>Clean all panels, switchgears controls etc on regular basis.</p> <p>Daily check of all light fixtures, points, bulbs and power sockets wiring and changing defective ones within the premises under maintenance.</p> <p>Check earth pit resistance and watering earth pit.</p> <p>Check and all the switches on standby equipment and ensure that all are in operating condition.</p> <p>Inspect and clean contacts if necessary &amp; check connections of Motors/ switchboards / equipment etc. on routine basis.</p> <p>Check correct operations of all safety circuits and equipment.</p> <p>To attend all service calls and breakdowns within the minimum possible time period</p> <p>Prepare inventory of spares and ensure that critical spares are always available.</p>
Water Management, Plumbing and Sewerage System, STP (if installed)	<ul style="list-style-type: none"> <li>• Thoroughly clean all overhead and underground water storage tanks periodically.</li> <li>• Water management, operational records, inflow and outflow control.</li> <li>• Regular checking and repairs of all sanitary fixtures and supply lines.</li> <li>• Checkup of all valves, taps, floats and other plumbing and sanitary fittings free from leakage.</li> </ul>
Water Pumps	<ul style="list-style-type: none"> <li>• Ensuring trouble free and smoothing operations and no disruption in water supply to Hospital Building &amp; Quarters in the Campus</li> <li>• Regular routine maintenance of the pumps and associated equipment, pressure gauges etc.</li> <li>• Logging of all maintenance data in the approved formats.</li> <li>• Maintenance of the panels of the system.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensuring that the equipment is functioning as per the design parameters.</li> <li>• Prepare inventory of spares and ensure that critical spares are always available.</li> <li>• To ensure that all equipment / plants has sequential running and all equipment, pumps including the standby Equipment work on operating time equalization basis.</li> </ul>
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**3.2.4 Other Conditions:**

- Every effort shall be made to deploy female sanitary workers in areas designated for female guests or trainees, to ensure comfort and privacy.
- Dedicated sanitary attendants shall be assigned exclusively for the cleaning of toilets, with a focus on maintaining the highest standards of hygiene and cleanliness at all times.

**3.2.5 List of Cleaning Equipment & Accessories, Cleaning consumables) to be used:**

Cleaning Equipment with equipment consumable if any & Tools (to be provided by the Service Provider):

Commercial Vacuum Cleaner (All Facilities)	Floor scrubbing Machine
Back pack Vacuum Machine (All Facilities)	Glass Cleaning Kit (DHH, SDH)
Puzzy machine to clean chairs and sofas (All facilities) (All facilities)	Brooms (Hard and Soft with long and short handles) : (All facilities)
Ladder (24ft and 12ft) : (All facilities)	Floor Duster (All facilities)
Scrubbing Brush Hard (All facilities)	Scrub Pad (All facilities)
Feather duster (All facilities)	Toilet Brush (All facilities)
Dustpan (All facilities)	Spray bottles (All facilities)
Glass Wiper (DHH, SDH)	Motorized Grass Cutter (All facilities)
Kentucky Mop (All facilities)	Floor wiper / Rubber Squeeze (All facilities)
Dust Control mop (All facilities)	Plastic Scrubber (All facilities)
Bucket Trolley with 3 bucket system (All Facilities)	Sponges (All facilities)

**Note : The list of Cleaning Equipment & Accessories mentioned above are to be provided by the Service Provider.**

**3.2.6 Cleaning Consumables (Tentative List) : To be provided by the DSIH&FW(O)**

Urinal Cubes	Floor cleaning liquid / Phenyl	Naphthalene balls
Glass & plastic surface cleaning liquid	Room Fresheners	Liquid toilet cleaner
Floor/dish cleaner	Multipurpose cleaning liquid	Acid (Toilet Cleaning Acid Grade)
Floor Cleaning Disinfectant	Drain openers (large and small)	Bleaching Powder
Floor Polish		

**Note:** The tentative list of cleaning consumables required is detailed in above Clause. The supply of these consumables does not fall within the scope of the selected agency. It shall be the sole responsibility of the Directorate of State Institute of Health & Family Welfare (Odisha) to provide the required cleaning consumables at regular intervals, as determined by the Directorate. Each such supply must be duly acknowledged through proper receipt documentation.

**3.2.7 HR requirement for housekeeping services**

Norms for HR engagement: The Service Provider is expected to engage HR as per following norms based on the bed strength of the hostel.

Sl. No	Category of facilities	Proposed provision
	Housekeeping & Cleanliness Services	
01	Sanitary Worker	1 Sanitary Worker for every 50 beds (for all 3 shifts). Total 3 numbers
02	Electrician	One electrician per institution
03	Plumber	One plumber per institution

### 3.2.8 Working Shifts:

The staffs are expected to work in three shifts

First Shift : 7 AM – 2 PM

Second Shift : 2 PM – 9 PM

Third Shift : 9 PM – 7 AM

### 3.2.9 Qualification & experience of Housekeeping Personnel:

The following key personnel with the required qualification and experience shall form part of the team to manage the housekeeping service. The selected agency shall submit the documents relating to relevant skill training imparted to the workers, their skills set and their personal record.

Key Personnel	Minimum Qualification	Minimum Experience required in years	Age Limit
Sanitation Worker (Semi-Skilled)	7 <sup>th</sup> Standard	Minimum 1 Year experience in similar field	Age Limit: Minimum 21 years & Maximum 50 years as on 01.03.2026
Electrician (Skilled)	ITI passed in Electrical Trade	Minimum 2 Years post qualification experience in the same field	Age Limit: Minimum 21 years & Maximum 50 years as on 01.03.2026
Plumber (Skilled)	ITI passed in Plumbing Trade	Minimum 2 Years post qualification experience in the same field	Age Limit: Minimum 21 years & Maximum 50 years as on 01.03.2026

### 3.3 Modalities of Security Services

3.3.1 The security Agency shall have to take up the following activities:

- Provide round the clock ( 24x7x365 days) security services in the SIH&FW(O) hostel
- Ensure that the hostel premises is free from the stray animals and creature menace
- Enforce prohibition of consumption of alcoholic drinks, betel and smoking inside the hostel campus
- Prevent act of vandalism
- Regularly check all areas of the hostel of the hostel especially unused and vacant places to ensure no unlawful activities take place within the hostel premises.
- Regulate visitors to the hostel keeping in visitors timing especially during the night time.
- Keeping records of all vehicles entering & leaving hostel premises with timing
- Ensure safe keeping of the hostel equipment's and materials and visitor's/guest's attendance and their belongings.
- Co-Ordinate with the local Fire Officer at the Fire station for conduct mock drill
- Ensure that the Security should be physically string and have the capability to provide support/rescue service in the hostel during any problem/attack by public/ antisocial individual or critical/crisis situation and natural disaster.
- In case of any incident such as theft, robbery, fight, accident inside hostel campus, it is the

responsibility of Security agency to co-ordinate with the distinguished Officers of SIH&FW(O) in lodging FIR, legal proceeding etc.

- l) Any other duties/responsibilities assigned by the DSIHFW administration may be incorporated in the agreement. The same shall also be binding on Security Agency.
- m) Security Agency will ensure that all instructions of the administration are strictly followed and there is no lapses of any kind.

### 3.3.2 Responsibility of the security Agency

- a. Engage Security guard as per terms and conditions mentioned in the RFP
- b. The security agency shall issue photo identity cards to the employees of the agency in form IX of the Rules.
- c. The Security Agency shall issue a uniform and make it obligatory for its security guards to wear the uniform while on duty.
- d. The Security Agency will also make obligatory to put on:
  - i. Uniform
  - ii. An arm badge
  - iii. Shoulder or chest badge to indicate his position in the organization
  - iv. Whistle attached to the whistle cord and to be kept in the left pocket
  - v. Shoes with eyeless and faces
  - vi. Other Requirements:

Sl.No	Description	Minimum Number required(mandatory)
01	Search light(with the range of 100 mts for night surveillance)	With gate keeping staff on duty
02	Rain Coat	For all gate keeping staff on duty
03	Umbrella	For all gate keeping staff on duty
04	Mobile Phones	For all security staffs
05	Uniform(two pairs shall have to be provided by the agency in a year including cap, shoe, belt, name tag	For all security staffs
06	Woolen jacket (for winter season)	For all security staffs
07	Whistle	For all security staffs

The number of items given above is to be maintained at site and hence necessary standby arrangement of equipment, materials shall be the Agency's responsibility. Any shortage in the above if observed at site, the necessary penalties will be imposed. No extra payments shall be paid to the security agency towards providing above. He /She must manage above items within the quoted management fee/service charges

### 3.3.3 Responsibility of the DSIH&FW(O)

The responsibilities of the DSIH& FW(O) administration/authority shall include;

- a) Develop logbook checklist for documentation and share with the agency for maintenance and up-dation of records.
- b) Installation of CCTV devices.

- c) Regular monitoring and quality assurance.
- d) Verification of monthly attendance report form the biometric (Face reader/Retina scan) attendance system installed by the security agency

### 3.3.4 Manpower Norm for security

The norm for security guard is as mentioned below

Security Guard for 118 beds in New & old hostel building	Total 3 (Three Security) guard for SIHFW Hostel (for all three shifts)	Working hour: 8 hours
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### 3.3.5 Educational Qualification and Experience

Sl. No.	Category	Age limit	Educational Qualification
01	Security Guard (Semi skilled)	Minimum 21 years & Maximum 50 years as on 01.03.2026	Minimum 10th standard Pass with security training certificate as indicated under Rule-5 of the Private Security agencies rule 2009

### 3.3.6 Other conditions for Security Guard engagement

- a. The Staff deployed through agency in the DSIH&FW hostel shall not claim any benefit, compensation, absorption or regularization of their services in the Govt. establishment under the provision of any statutory act.
- b. The Security agency shall be satisfied about the character and antecedents of every security guard before engaging them as per rule 4 of the Odisha Private Securities Agencies Rule 2009. The security agency shall ensure the mandatory police verification of all the security personnel deployed.
- c. Working shifts: The Security staff are expected to work in three shifts
  - First shift : 7 A.M to 3 P.M
  - Second shifts : 3 P.M to 11 P.M
  - Third shifts : 11 P.M to 7 A.M

But the timing of shifts may be changed by the Caretaker/ DSIH&FW authority from time to time depending upon the requirements in consultation with the security agency.

### 3.4 Attendance of Housekeeping/Security Personnel:

#### a) Biometric Attendance System

- The Housekeeping Agency/Security Agency shall be responsible for the procurement, installation, and maintenance of a Biometric Attendance System equipped with face recognition and/or retina scan technology at the designated hostel premises.
- The system must record both entry and exit times of all deployed personnel to ensure accurate attendance tracking.

#### b) Registration and Attendance Reporting

- The registration of Housekeeping/Security personnel and the monthly generation of attendance reports shall be carried out by the respective agency using the installed biometric system.
- The Caretaker of the hostel or other authorized officers of DSIH&FW (O) shall be responsible for verifying the attendance reports submitted by the agency.

### 3.5 Uniform Provision

The agency shall ensure that all deployed Housekeeping and Security staff are provided with

**standardized uniforms**, which must be worn during duty hours to maintain professional appearance and easy identification.

### 3.6 Staff Training and Development

- The agency shall adopt a **structured approach to staff training**, recognizing it as a core component of effective sanitation and security services.
- Training programs shall be conducted with **direct inputs from the DSIH&FW Authority / Authorized officers**, as deemed necessary.

**3.7.** CV of each housekeeping personnel/Security guards proposed along with the following documents are to be submitted by the Agencies:

- Educational Certificates
- Training Certificate, if any
- Previous work experience
- Police Verification Certificate

## 4. SECTION 4 - TERMS & CONDITIONS

### 4.1 Period of Engagement

- a) The engagement of the agency shall be for a period of three years from the date of signing of contract. However, the agreement with the agency shall be signed initially for a period of one year from the date of signing of the contract, which shall be renewed on a yearly basis based on satisfactory service of the Service Provider as per due assessment.
- b) The agency must sign the contract (in the given Format) within 15 working days of issue of Letter of Award / Intimation.

### 4.2 Notification of Award and Award of Contract

#### a. Notification of Award:

On evaluation of technical & financial parts of RFP and decision thereon, the selected bidder shall be notified by the DSIH&FW(O) authority through a Notification of Award regarding its selection and instruction to sign the contract, deploy the required personnel with cleaning equipment and submit the performance security. The selected bidders shall communicate its acceptance within seven (7) days of issue of the Notification of Award.

#### b. Award of Contract:

The selected bidder shall have to deploy the required personnel (along with the list of deployed personnel with their police verification report), cleaning equipment as mentioned in above clause and execute the contract with the DSIH&FW(O) within 30 days from the date of Notification of Award. The terms and condition, terms of reference of this RFP along with documents and information provided by the selected bidder shall be deemed to be an integral part of the contract. Before execution of the contract, the selected bidder shall have to deposit the performance security deposit as per clause 4.3 mentioned below. At the time of signing of contract by the DSIH&FW(O) authority, it is to be ensured by the DSIH&FW(O) that the selected bidder has deployed the required personnel with all cleaning equipment/security arrangements as mentioned in RFP.

### 4.3 Performance Security

To ensure the due performance of the contract, the selected agency shall furnish a Performance Security Deposit for the initial contract period of one year, in the form of a Bank Guarantee (BG) or Fixed Deposit Receipt (FDR) issued by any scheduled commercial bank in favour of The

Director, SIH&FW, Odisha. The prescribed amounts are ₹.67,000/- for Housekeeping Services, ₹.30,150/- for Security Services, and ₹.97,150/- for agencies selected for both services. Micro and Small Enterprises (MSEs) and recognized start-ups shall be eligible for a concessional Performance Security amounting to 25% of the applicable deposit. In case of a Bank Guarantee, it must remain valid for at least 60 days beyond the completion of all contractual obligations. No interest shall be payable on the Performance Security. If the contract is renewed, the BG/FDR must be revalidated to remain effective for a minimum of 60 days beyond the extended contract period.

**4.3.1** The Director, SIH&FW, Odisha in the following circumstances can forfeit it;

- a) When any terms or the condition of the contract is infringed.
- b) When the service provider fails in providing the required services satisfactorily.

#### 4.4 Commencement of Service

The selected service provider is required to start the housekeeping services and security service in the SIH&FW hostel within 30 days of signing of the contract.

#### 4.5 Payment & Price Validity

**4.5.1** The Agency shall be paid on monthly basis as per the contracted rate relating to cost of manpower, other resource requirement and Service Charge. The monthly biometric attendance report shall be linked to the payment system. Hence the agency shall have to furnish the monthly biometric attendance report along with the monthly bill.

**4.5.2** While the bill for 1st month shall be paid after submission of bill for the month, payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as PF [Electronic Challan cum Return (ECR)], ESI (Challans) etc. for the previous month.

**4.5.3** The price as quoted by the service provider shall remain unchanged during the contract period except in case of revision of minimum daily wages by Govt. of Odisha, if the contracted amount is below the recommended rate as applicable.

**4.5.4** GST as applicable shall be paid at the applicable rate.

**4.5.5** TDS as applicable shall be deducted from the payment as per the Income Tax Act

**4.5.6** The service provider will ensure that workers engaged by them must receive their entitled wages on time. In view of this, the following procedure will be adopted

- a) Service Provider shall pay their entitled wages by 10th of the following month. It shall not be linked to the payment of the bill from the concerned institution or need for the checking & verification at their end.
- b) Payment to such workers must be made by the agency through e-transfer only. To ensure this, service providers will get a bank account opened for every engaged worker.

#### 4.6 Penalty

In case the Agency fails to commence/execute the work as stipulated in the agreement or gives unsatisfactory performance or does not meet the statutory requirements of the contract, Director, SIH&FW(O) reserves the right to impose the penalty as detailed below:

**4.6.1** Commencement of the Work:

- i. 0.5% of annual costs of Contract / Agreement value (per health facility) per week of delay, up to four weeks of delay.
- ii. After four weeks delay, the tender Inviting Authority /DSIH&FW(O) reserves the right to cancel the whole contract or part thereof and withhold the agreement and get this job carried out by other successful bidder (L2 & so on). The earnest money/security deposit shall also be forfeited.

**4.6.2** Implementation Disincentive / Penalty Clause

#### 4.6.2.1 Quarterly Performance Review:

The performance of the implementing agency shall be reviewed on a quarterly basis using a standardized Score Card, incorporating relevant indicators to be framed by the DSIH&FW(O). This evaluation will determine the level of service delivery and adherence to contractual obligations.

#### 4.6.2.2 Penalty Structure Based on Performance Score:

Total Score (Quarterly)	Penalty Deduction from Bill Amount
≤ 75%	2% of the Bill Amount
> 75% and < 90%	1% of the Bill Amount
≥ 90%	No Penalty

#### 4.6.2.3 Non-Renewal Clause:

If the implementing agency is assessed as Average or Poor in performance for 50% or more of the institutions during any review period—without valid justification—the contract shall not be renewed.

#### 4.6.3 Other Penalty Clauses:

4.6.3.1 In case the agency fails to commence/ execute the work in the following areas DSIH&FW(O) reserves the right to impose the penalty as detailed below:

Sl.	Offences	Penalties (In Rupees)
1	Found not keeping photo ID	Rs.50 /- per person/per day
2	Worker not in proper Uniform	Rs.250 /- per person/per day
3	Indulging in smoking / drinking alcohol/ Substance abuse or any other misconduct during duty hours (need to be established)	Rs.500/- with removal of the offender
4	Duty performed by a worker for more than one shift in 24 hours	With Due permission from the Hospital authority, linked to Biometric attendance system, Not more than 5% of the total attendance. Beyond which, penalty of 200/- per instance/per person in case of non-compliance
5	Non-availability / Inadequate Cleaning Equipment / Tool and any violation of required quantity or Not using the requisite Cleaning Equipment / Tool	Rs.1,000/- per Item/month
6	Absence of personal protective gears	Rs.200/- per person/per day
7	If any person is found performing duty by submitting a fake name and address.	Rs.500/- per person/per day
8	If required number of manpower is not deployed by the Agency,	The proportionate amount (Total monthly bidding Cost / Total no of persons engaged X no of person absent on that particular day) will be deducted from payment with other penalties as applicable.

4.6.3.2 The penalty towards not meeting the minimum performance benchmark (based on quarterly review towards achieving minimum scoring parameters) shall be calculated and the penalty amount shall be deducted from the bill, the details of which is mentioned in RFP

#### 4.7 General Conditions of the Contract

- 4.7.1 The personnel provided shall be the employees of the service provider and all statutory liabilities will be paid by the service provider such as ESI, PF, Workmen's Compensation Act, etc.
- 4.7.2 The persons deployed by the service provider should be properly trained, have requisite experience and having the skills for carrying out a wide variety of housekeeping & cleaning services using appropriate materials and tools/ equipment.
- 4.7.3 The service provider shall have his own Establishment/Set up/Mechanism to provide training of housekeeping personnel to ensure correct and satisfactory performance of his / her duties and responsibilities under the contract.
- 4.7.4 The service provider at their end should ensure the Health and Safety measures of the outsourced staffs, deputed for the works.
- 4.7.5 The contracting authority if required may also conduct health checkup of the staff deployed at regular intervals at the cost of the service provider.
- 4.7.6 The service provider shall engage only such workers, whose antecedents and health have been thoroughly verified including character and police verification and other formalities. The service provider shall be fully responsible for the conduct of their staff.
- 4.7.7 The service provider at all times should indemnify the contracting Authority against all claims, damages or compensation under the provisions of payment of wages Act; Minimum Wages Act; Employer's Liability Act the Workmen Compensation Act; Industrial Disputes Act; Maternity Benefit Act, or any modification thereof or any other law relating thereof and rules made hereunder from time to time. Contracting authority will not own any responsibility in this regard. Payment of minimum wages, notified by the government, shall be ensured all the time.
- 4.7.8 The staff deployed through the service provider in the DSIH&FW(O) hostel shall not claim any benefit, compensation, absorption or regularization of their services in the Govt. establishment either under the provision of Industrial Disputes Act. or Contract Labour (Regulation & Abolition) Act. The Agency should have to obtain an undertaking from the deployed persons to the effect that the deployed person is the employee of the Service Provider and shall submit the said undertaking to the Contracting Authority. In the event of any litigation on the status of the deployed persons, the Contracting Authority/Society shall not be a necessary party, however in any event, either the deployed persons or to the order of the Hon'ble court, the DSIH&FW(O) may be a party in dispute to adjudicate the matter. The service provider has to reimburse the expenditure that would have been borne by the Contracting Authority.
- 4.7.9 The staffs deployed by the service provider shall not divulge or disclose any details of office, operational process, technical know-how, administrative/ organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed, it is desirable to remove the said person. The nodal officer / Director of the DSIH&FW(O) has every right to remove the said person immediately and the responsibility if any in this context is to be borne by the service provider.
- 4.7.10 All liabilities arising out of accident or death of the personnel provided by the service provider while on duty shall be borne by the service provider.
- 4.7.11 Adequate supervision will be provided to ensure correct & effective performance of the services in accordance with the prevailing assignment and instructions agreed upon between the two parties.
- 4.7.12 The service provider and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse of the areas of the Hostel premises. That in the event of any loss

occasioned to the hostel, as a result of any lapse on the part of the service provider as may be established after an enquiry conducted by the DSIH&FW(O), such loss will be made good from the amount payable to the service provider. The decision of the DSIH&FW(O) in this regard will be final and binding on the service provider.

- 4.7.13** The service provider shall be responsible to protect all properties and equipment of the hostel entrusted to it.
- 4.7.14** Any damage or loss caused by service provider's persons to the hostel in whatever form, would be recovered from the service provider.
- 4.7.15** In the event of any breach/violation or contravention of any terms and conditions contained herein by the service provider, the performance security deposit of the service provider shall be forfeited.
- 4.7.16** Any liability arising out of any litigation (including those in consumer courts) due to any act of service provider's personnel shall be directly borne by the service provider including all expenses/fines. The concerned service provider's personnel shall attend the court as and when required.
- 4.7.17** The service provider shall not engage any such sub-contractor or transfer the contract to any other person in any manner.
- 4.7.18** The staffs engaged by the service provider shall not take part in any staff union and association activities.
- 4.7.19** The DSIH&FW (O) shall not be responsible for providing residential accommodation to any of the deployed personnel of the service provider.
- 4.7.20** If as a result of post payment audit any overpayment is detected in respect of any work done by the service provider or alleged to have been done by the service provider under the tender, it shall be recovered by the authority of the concerned health institution from the service provider.
- 4.7.21** If any underpayment is discovered, the amount shall be duly paid to the service provider by the authority of the concerned health institution.
- 4.7.22** The service provider shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Tender Inviting Authority / Authority of the DSIH&FW(O).
- 4.7.23** The service provider will have to enclose the proof / copies of the challans showing payment of statutory dues for the previous month along with monthly bills.
- 4.7.24** All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the Tender Inviting Authority/DSIH&FW(O) Authority. The service provider and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the DSIH&FW(O), and shall not knowingly lend to any person or company any of the effects or assets of the hostel, under its control.
- 4.7.25** The service provider shall immediately intimate to the Controlling Authority about any criminal charge framed against the persons or supervisor engaged or employed by the agency, in the course of their performance of duties. A copy of such communication shall also be sent to the officer-in-charge of the Police Station where the person charged against resides.
- 4.7.26** The service provider shall be blacklisted if miserably performed as per assessment based on score card even after repeated notice for improving performance i.e. minimum 3 times. The service provider shall also be blacklisted if found indulging in such activity which will affect name & fame of the implementing agency.
- 4.7.27** The service provider shall not assign or sublet this Agreement or any part thereof to any third party.
- 4.7.28** The contract can be terminated at any time prior to its completion by either Party with 30 days

of notice period.

- 4.7.29** In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the service provider will be liable to be forfeited by contracting authority besides annulment of the contract.
- 4.7.30** The service provider shall ensure that the person deployed are disciplined and shall enforce prohibition of consumption of alcoholic drinks, paan, gutkha, smoking, loitering and shall not engage in gambling or any immoral act.

#### **4.8 Termination / Suspension of Contract**

The DSIH&FW (O) may by a notice in writing, suspend the contract if the selected agency fails to perform any of his obligations including carrying out the services, provided that such notice of suspension shall specify the nature of failure, and shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

The DSIH&FW(O) after giving 30 days clear notice in writing expressing the intension of termination by stating the ground/grounds on the happening of any of the events (as mentioned below), may terminate the agreement after giving reasonable opportunity of being heard to the service provider :

- 4.8.1. If the service providers do not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the DSIH&FW(O) have subsequently approve in writing.
- 4.8.2. If the service provider becomes insolvent or bankrupt.
- 4.8.3. If, as a result of force majeure, the service provider is unable to perform a material portion of the services for a period of not less than 60 days: or
- 4.8.4. If, in the judgment of the DSIH&FW(O), the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

#### **4.9 Modifications**

Modifications in terms of reference including scope of the services can only be made by the DSIH&FW(O) with written consent of both parties. However, basic conditions of the contract shall not be modified.

#### **4.10 Force Majeure**

Housekeeping, Cleanliness Services and security service as being an emergency response services, the Service Provider shall not be allowed to suspend or discontinue the Services during occurrences of emergencies or Force Majeure Events.

For the purposes of this contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.

In such circumstances of emergencies and Force Majeure Event, if the Performance Standards are not complied with because of any damage caused to the services or any of the Project Facilities or non-availability of staff, or inability to Provide services in accordance with the Performance Standards as a direct consequence of such Force Majeure Events or circumstances, then no penalties shall be applicable for the relevant default in Performance Standards and would be applied to such particular defaults. Further, unless the Force Majeure event is of such nature that it

completely prevents the operation of services, a suspension or failure to provide Services on the occurrence of a Force Majeure event will be an Event of Default and the DSIH&FW(O) authority may terminate this Agreement without any termination payment being made in respect thereof.

The failure of a party to fulfill any of its obligations under the agreement shall not be considered to be a default in so far as such inability arises from an event of force majeure, provided that the party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement and has informed the other party as soon as possible about the occurrence of such an event.

#### 4.11 Settlement of Dispute

If any dispute with regard to the interpretation, difference or objection whatsoever arises in connection with or arises out of the agreement, or the meaning of any part thereof, or on the rights, duties or liabilities of any party, the same shall be referred to Committee constituted at the Directorate level for decision.

#### 4.12 Jurisdiction of Court

Legal proceedings if any shall be subject to the Khurda District jurisdiction only.

#### 4.13 Right to Accept and Reject any Proposal

The DSIH&FW (O) Authority reserve the right to accept or reject any proposal at any time without any liability or any obligation for such rejection or annulment and without assigning any reason.

### 5. SECTION 5 - CRITERIA FOR EVALUATION

#### 5.1 Evaluation of Technical

Proposals Stage 1: Eligibility Screening

- Initial screening based on bidder's fulfilment of eligibility criteria.
- Only responsive bidders proceed to detailed technical evaluation.

Stage 2: Detailed Technical Evaluation

- Evaluation based on six parameters with a total of 80 marks.
- Minimum qualifying score: 56 marks to proceed to financial bid opening.

##### 5.1.1 Evaluation Parameters & Scoring Breakdown

Sl No.	Evaluation Parameter	Max Marks	Criteria for Award of Marks
1	Years of Experience in housekeeping/security services in Govt./Pvt. hospitals	10	- 3-5 yrs: 3 marks - 5-7 yrs: 5 marks - 7-10 yrs: 7 marks - >10 yrs: 10 marks
2	No. of Hospitals/Hostels served ( $\geq 30$ beds)	20	- 11-20: 5 marks - 21-30: 10 marks - 31-40: 15 marks - >40: 20 marks
3	No. of Other Organizations served (Govt. institutions, banks, etc.)	15	- 11-20: 5 marks - 21-30: 7 marks - 31-40: 10 marks - >40: 15 marks

4	Personnel Deployed (avg. across 3 years)	15	- 100–200: 5 marks - 201–300: 7 marks - 301–400: 10 marks - >500: 15 marks
5	Average Annual Turnover (FY 2022–25)	15	- ₹3–5 Cr: 5 marks - ₹5–7 Cr: 7 marks - ₹7–10 Cr: 10 marks - >₹10 Cr: 15 marks
6	Quality Certifications	5	- ISO 9001:2015 or ISO 45001:2018: 2.5 marks - Both: 5 marks

**Note: Mention separately for housekeeping and security services.**

## 5.2 Evaluation of Financial Proposal

5.2.1 The bidder quoting the lowest price (exclusive of GST) in Form F2 shall be awarded the contract.

### 5.2.2 Tie-Breaking Rules

In the event that two or more bidders quote the same lowest price, the following sequential criteria shall be applied to determine the winner:

- a. Higher Technical Score
  - The bidder with the higher technical evaluation score shall be selected.
- b. Higher Combined Score (Sl. No. 2 + 3 + 4)
  - If technical scores are equal, the bidder with the higher combined score of Serial Numbers 2, 3, and 4 from the technical evaluation shall be selected.
- c. Higher Average Annual Turnover
  - If the combined scores are also equal, the bidder with the higher average annual turnover shall be selected.

**RFP FORMATS**

**Housekeeping and Security Services at the SIH&FW(O) hostel**

**TECHNICAL PROPOSAL**

### TECHNICAL PROPOSAL CHECKLIST

**Instructions:** Please arrange the documents in the order listed below, number all pages of the bid document, and indicate the page number for each item.

Sl. No.	Particulars	Whether Submitted (Yes/No)	Page No.
1	EMD (DD of Rs. _____/-)		
2	Bid Document Cost (DD of Rs. 1,500/-)		
3	Form T1		
4	Form T2		
5	Company/Agency Registration Certificate (Photocopy)		
6	GST Registration Certificate (Photocopy)		
7	EPF Registration Certificate (Photocopy)		
8	ESI Registration Certificate (Photocopy)		
9	ECR & Challans of EPF , ESI for last 3 months prior to tender publication		
10	Labour Registration Certificate (Photocopy)		
11	PAN (Copy)		
12	ISO 9001:2015 & ISO 45001:2018 Certifications (Photocopy)		
13	Form T3		
14	Audited Profit & Loss Account (highlighting turnover) for each year		
15	Forms T4A, T4B & T4C		

16	Work Orders/Contract Certificates supporting Forms T4A, T4B & T4C		
17	Form T5		
18	Form T6		
19	Form T7		
20	Any Other Relevant Documents		

**FORM – T1**  
(To be furnished in the Technical Proposal)  
**TECHNICAL TENDER SUBMISSION FORM**  
(On the letterhead of the agency)

To

The Director  
State Institute of Health and Family Welfare,  
Odisha Unit-VIII, Nayapalli, Bhubaneswar  
Odisha – 751012

**Sub:** Submission of Technical Proposal for Housekeeping and Security Services at the SIH&FW(O) Hostel.

**Ref:** RFP No. \_\_\_\_\_ dated \_\_\_\_\_

Dear Sir,

We, the undersigned, hereby submit our **Technical Proposal** in response to the above-cited **Request for Proposal (RFP)** for providing **Housekeeping and Security Services (Strike out which is not applicable)** at the **SIH&FW (O) Hostel**. Our submission comprises this Technical Proposal and a separate sealed envelope containing the Commercial Proposal.

We affirm our **unconditional acceptance** of the Conditions of Contract as stipulated in the RFP document referenced above.

We further declare that:

1. All information and statements contained in this Proposal are **true and accurate** to the best of our knowledge.
2. Any **misrepresentation or false statement** may lead to disqualification.
3. Our Proposal shall remain **valid and binding for a period of 180 days** from the date of bid opening, subject to any modifications arising from subsequent contract negotiations.



4. If awarded the contract during the validity period, we undertake to **execute the assignment in accordance with the terms and conditions** outlined in the tender document.
5. Our agency has **not been debarred or blacklisted** by any Government or Semi-Government organization.
6. I am the **duly authorized representative** of my agency, empowered to make this declaration.
7. We understand that the **State Institute of Health and Family Welfare, Odisha**, is **not bound to accept any proposal** received.

Thank you for considering our submission,  
Yours faithfully,

Authorized Signatory

[Full Name & Initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Agency: \_\_\_\_\_

Address: \_\_\_\_\_

(Organization Seal)

**FORM – T2**  
**(To be furnished in the Technical Proposal)**  
**PROFILE OF THE AGENCY**

Field	Details
Name of the Agency	
Office Address	
Status of the Agency ( <i>Company / Firm / Society / Trust</i> )	
Name of the Chief Executive and Authorized Signatory	
Telephone Nos.	Landline: Mobile: Fax:
Email ID ( <i>Official email ID for correspondence</i> )	
Date of Establishment	(Attach copy of Registration Certificate)
GST Registration No.	(Attach copy of GST Registration)
EPF Registration No.	(Attach copy of EPF Registration Certificate)
ESI Registration No.	(Attach copy of ESI Registration Certificate)
Income Tax No. (PAN)	(Attach copy of PAN)

No. of Branch Offices in Odisha	(Include location details)
---------------------------------	----------------------------

**Bank Details of the Bidder**

(For return of EMD / Payment for services if selected)

Bank Information	Details
Name of the Bank	
Name of the Account & Full Address of the Branch	
Account No. of the Bidder	
IFSC Code of the Bank	

I do hereby declare that the above information is true and correct.

Authorized Signatory

[Full Name & Initials]: \_\_\_\_\_

\_\_\_\_\_  
Name and Title of Signatory: \_\_\_\_\_

\_\_\_\_\_  
Name of Agency: \_\_\_\_\_

Address: \_\_\_\_\_

(Organization Seal)

**FORM T3**

**(To be furnished in the technical proposal) ANNUAL AVERAGE TURNOVER STATEMENT  
(To be furnished on the letterhead of the Chartered Accountant)**

The Annual Turnover of M/s \_\_\_\_\_ [Insert Firm Name] for the last three financial years is given below. I hereby certify that the statement is true and correct to the best of my knowledge and belief.

Sl. No.	Financial Year	Turnover (in ₹)
1	2022-23	
2	2023-24	
3	2024-25	
	<b>Average Annual Turnover (in ₹)</b>	

**Note:** Provisional audited statements shall not be considered.

Date:

Place:



Signature of Chartered Accountant

Name (in Capital):

Membership

No.: UDIN:

Seal

**Attachments Required:**

1. Photocopies of audited Profit & Loss accounts for each financial year.
2. Highlighted turnover figures in each P&L account statement.

**FORM T4A**

**(To be furnished in the technical proposal)**

**PAST EXPERIENCE IN HOUSEKEEPING SERVICES / SECURITY SERVICES**

**(Furnish separately for each category)**

**(Attach separate sheets if the space provided is not sufficient)**

[This format is required for assessment of number of years of experience in Housekeeping Services / Security Services]

Sl. No.	Name of Contracting Authority	Date of Award of Assignment	Date of Completion of Assignment	Value of the Assignment (₹)	Designations of Manpower Deployed	Work Order / Contract Enclosed (Yes / No)	Page No(s) in Bid Where Copies Are Placed
1							
2							
3							





1							
2							
3							

**Instructions:**

- Please furnish contract copies of the works executed in support of the information mentioned above.
- Include performance certificates, if available, from the client.
- Ensure that mechanized cleaning systems/Security system undertaken are clearly mentioned in the relevant documents.
- Clearly specify the number of housekeeping and security personnel deployed in the work orders/contracts or performance certificates.
- Arrange all supporting documents serially in the same order as listed above for ease of scrutiny.

Authorized Signatory  
 [Full Name & Initials]: \_\_\_\_\_  
 \_\_\_\_\_  
 Name and Title of Signatory: \_\_\_\_\_  
 \_\_\_\_\_  
 Name of Agency: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 (Organization Seal)

**Form T5**

**(To be furnished in the Technical Proposal) Format for Power of Attorney for Signing of Proposal  
 (To be executed on a Stamp Paper of appropriate value)**

**POWER OF ATTORNEY**

Know all persons by these presents, We, [Name of the Organization], having our registered office at [Full Address of Registered Office], do hereby constitute, appoint, and authorize Mr./Ms. [Full Name of the Attorney], residing at [Residential Address], who is presently employed with us and holds the position of [Designation], as our true and lawful attorney.

We hereby empower the said attorney to act in our name and on our behalf in connection with the bid for Housekeeping / Security Services (*Strike out whichever is not applicable*) at DSIH&FW (O), including but not limited to the following:

1. Signing and submission of all bid-related documents
2. Providing information and responses to the DSIH&FW(O) authority
3. Representing us in all matters before the DSIH&FW(O) authority
4. Undertaking all acts, deeds, and things necessary or incidental to the bid process

We hereby agree to ratify and confirm all lawful acts, deeds, and things done by our said attorney pursuant to this Power of Attorney, and all such acts shall be deemed to have been done by us.

IN WITNESS WHEREOF, this Power of Attorney is executed on this the [Date] day of [Month], 2025.

For and on behalf of [Name of the Organization]  
(Seal, Signature, Name, Designation, and Address of Authorized Signatory)

Accepted;

Signature of Attorney: \_\_\_\_\_

Name: [Full Name of Attorney]

Designation: [Title]

Address: [Residential Address]

Date: [Insert Date]

**FORM T6**  
**(To be furnished in the Technical Proposal)**  
**Affidavit Certifying Non-Blacklisting Status**  
**(To be executed on a Stamp Paper of relevant value)**

**AFFIDAVIT**

I, the undersigned, representing M/s. ....

(Name of the agency with address of the registered office),

do hereby solemnly affirm and certify that:

Neither we, nor any of our **Promoter(s) / Director(s) / Partners**, are barred by the **Department of Health & Family Welfare, Government of Odisha**, or by any other entity of the **Government of Odisha**, or blacklisted by any **State Government, Central Government**, or any **Department / Organization in India** from participating in tenders as on the date of signing this proposal.

Our organization has **not committed any offence** under the *Prevention of Corruption Act, 1988*, the *Indian Penal Code*, or any other law currently in force, that has resulted in **loss of life or property**, or posed a **threat to public health** in the execution of any public procurement contract.

We further affirm that our proposal for the captioned project shall be **liable for rejection** in case any **material misrepresentation** is made or discovered at any stage of the **bidding**

process or thereafter during the agreement period.

Dated this ..... day of , 2026

**Authorized Signatory / Signature (in full and initials):**  
Name and Title of Signatory:.....  
(Organization Seal)

**FORM T 7**  
**(To be furnished in the Technical Proposal)**  
Anti-Collusion Certificate

We hereby certify and confirm that, in the preparation and submission of our Proposal for Housekeeping and Security Services at Health Institutions under RFP Reference No. [Insert Reference Number], we have not acted in concert or collusion with any other Bidder or person(s), nor have we engaged in any act, deed, or practice that may be construed as anti- competitive.

We further affirm that:

We have not offered, nor will we offer, any illegal gratification—whether in cash or kind—to any individual or organization in connection with this Proposal. Our submission is made independently and in good faith, with full adherence to the ethical standards and procurement norms prescribed under the RFP.

This declaration is made with full understanding of the implications of misrepresentation and the consequences thereof under applicable laws and institutional policies.

Dated this \_\_\_ Day of \_\_\_\_\_, 2026

**Authorized Signatory / Signature (in full and initials):**  
Name and Title of Signatory:  
(Organization Seal)

**FORMATS**

**Housekeeping Services/Security Services at Govt.  
Health Institutions**

**FINANCIAL PROPOSAL**



### Financial Proposal Checklist – Cover B

Please confirm whether the following forms are enclosed in **Cover B: Financial Proposal**. Arrange the documents serially in the order listed below:

Sl. No.	Form Reference	Enclosed (Yes/No)	Remarks (if any)
1	Form F1	Yes / No	
2	Form F2	Yes / No	



**FORM F-1**  
**(To be submitted with Financial Proposal)**

To

The Director  
State Institute of Health and Family Welfare, Odisha

Ref:

RFP Reference No. \_\_\_\_\_ dated \_\_\_\_\_

Sub:

Submission of Proposal for Housekeeping / Security Services at SIH&FW(O) Hostel  
*(Strike out whichever is not applicable)*

Sir,

With due respect, I/We hereby submit our proposal in response to the above-mentioned Request for Proposal (RFP) for providing Housekeeping / Security Services at the SIH&FW(O) Hostel. In this regard, I/We wish to state the following:

1. I/We have thoroughly examined the RFP documents and obtained all necessary information relevant to the scope of services, execution conditions, and associated challenges. Based on this understanding, I/We propose to offer the services in full conformity with the terms and conditions outlined in the RFP, including the technical specifications and financial details provided in our submission.
2. I/We declare that we have read, understood, and unconditionally accept all clauses,

terms, and conditions of the RFP document without any deviation, reservation, or amendment.

3. Upon acceptance of our proposal, I/We undertake to furnish the requisite Performance Security Deposit as stipulated, at the time of signing the formal agreement.

4. I/We agree to keep our proposal valid for a period of 180 days from the date of opening of the bid. During this period, I/We shall not withdraw or modify the proposal unless formally requested by your office.

5. I/We understand that, until the formal agreement is executed, this proposal along with your written acceptance shall constitute a binding contract between me/us and the SIH&FW(O) Authority.

Enclosures:

The Schedule of Prices is enclosed herewith as per prescribed formats (Form F1 & F2).

Yours sincerely,

Authorized Signatory

[In full and initials]:

#### FORM F-2

(To be submitted with Financial Proposal)

Price Format for the Housekeeping Services / Security Service

(Strike out whichever is not applicable)

1. Monthly Cost Breakdown (Exclusive of GST)

Sl. No.	Particulars	Take Home Remuneration / Month (Rs.)	EPF (13%) (Rs.)	ESI (3.25%) (Rs.)	Total per Personnel / Month (Rs.)	No. of Personnel	Total Cost / Month (Rs.)
1.1	Human Resource (HR)	a	b	c	$d = a + b + c$	e	$f = d \times e$
1.2	Sanitary Worker (Semi- Skilled)						
1.3	Electrician (Skilled)						
1.4	Plumber (Skilled)						
1.5	Security Guard (Semi- Skilled)						
2	<b>Total HR Cost / Month</b> (Sum of from 1.1 to 1.5)						

2. Service Charge

Sl. No.	Description	Value
3.1	Service Charge (%) (e.g., 3.85%, 4%, 4.5%)	
3.2	Service Charge (Amount in Rs.) (based on % above)	

3. Grand Total

Sl. No.	Description	Amount (Rs.)
4	<b>Total Cost per Month</b> (Sl. 2 + Sl. 3.2, exclusive of GST)	

Notes

**Take Home Remuneration** must comply with the latest **Minimum Wages Notification** by the Labour Commissioner, Odisha issued from time to time.

**30 days of service/month** is mandatory for round-the-clock housekeeping operations.

Refer to **RFP** for the required number of personnel per category.

**Service Charge** must be between **3.85% and 7%** of the total HR cost (Sl. No. 2). Quotes outside this range will be disqualified.

**GST** is applicable as per prevailing rates and will be paid **extra** on the total monthly cost

Date:

Place:

Authorized Signature:

Full Name:

Seal

**ANNEXURE-I**

**AGREEMENT**

**(To be executed on a Stamp Paper of ₹100/-)**

Reference:

- i. RFP Reference No. \_\_\_\_\_ dated \_\_\_\_\_ and subsequent Amendments / Pre-bid Clarifications issued by the Tender Inviting Authority
- ii. Service Provider's Bid submitted dated \_\_\_\_\_

1. This Agreement is made on the \_\_\_\_\_ day of \_\_\_\_\_ 2026 between: \_\_\_\_\_ (hereinafter referred to as "the approved service provider", which expression shall include heirs, successors, executors, and administrators) of the One part **AND The Directorate of SIH&FW, Odisha** represented by the Director, SIH&FW, Odisha (hereinafter referred to as "the Directorate of SIH&FW(O) Authority", which expression shall include successors in office and assigns) of the other Part.

2. Whereas the approved service provider agrees to manage **Housekeeping Services/Security Services** in the Directorate of

SIH&FW(O) hostel as per the terms of the RFP Reference No.

**and whereas the approved service provider has deposited a sum of ₹**

(Rupees

) in the form of \_\_\_\_\_ as Performance Security of the Project.

3. The following facilities are covered under this agreement:

- a) Housekeeping Service
- b) Security Service

4. Integral Documents: The following documents form an integral part of this Agreement:

- a) Terms & Conditions of the RFP
- b) Terms of Reference of the RFP
- c) Amendments / Clarifications to Pre-bid Queries

5. Financial Terms: The approved service provider shall be paid as per the financial proposal submitted:

a)

Category	Rate (₹/Month)	No. of Personnel
Sanitation Worker	₹	_____
Plumber	₹	_____
Electrician	₹	_____
Security Guard	₹	_____

b) Total HR Cost (Excl. GST): ₹ \_\_\_\_\_

c) Service Charge: \_\_\_\_\_ % of Total HR Cost

d) Total Monthly Cost (Excl. GST): ₹ \_\_\_\_\_

e) GST (%): \_\_\_\_\_ %

6. Payment Terms

- a) Monthly payments shall be made upon submission of bills along with attendance charts of deployed manpower.
- b) Bills must be addressed to the Director, SIH&FW, Odisha.

7. Operational Parameters & Penalties

The service provider shall ensure quality service as per the Terms of Reference. Penalties for deviations shall be imposed as per Clause noted in the RFP.

8. Duration of Contract

Initial contract period: **1 year** from the date of signing. Renewable annually for up to **3 years**, subject to satisfactory performance.

9. Implementation Schedule

The service provider shall deploy all personnel and commence services within **30 days** of signing the contract.

10. Termination / Suspension

The DSIH&FW, Odisha may suspend or terminate the agreement under the following conditions:

- a) Failure to perform obligations within 15 days of notice.
- b) Insolvency or bankruptcy.
- c) Inability to perform due to force majeure for over 60 days.
- d) Engagement in corrupt or fraudulent practices.

11. Dispute Resolution

Any dispute shall be addressed to a **Director, SIH&FW, Odisha** which will be referred to the **Directorate Level Committee** for resolution.

12. Jurisdiction

proceedings shall be subject to the jurisdiction of the **Khurda District**.

In witness whereof, the parties have signed this Agreement on the \_\_\_\_\_ day of 2026.

*Approved Service Provider*

*Director / Authorized*

*Officer of DSIH&FW(O)*

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

1. Witnesses:

1. Witnesses:

2. Witnesses:

2. Witnesses

